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**FOR
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Lebanon VA Care Teams Ranked Among the Best in the Nation

All of the Patient Aligned Care Teams (PACTs) at the Lebanon VA Medical Center were recently ranked among the top providers in the nation by the Veterans Affairs Central Office. Each of Lebanon's formal care teams were identified in the top ten percent of the Veterans Health Administration's teams.

The PACT Recognition process for high performing teams addressed the capabilities of each team. It measured the teams according to same day access, continuity with the same provider, proportion of care provided by telephone and patient follow-up after discharge.

A PACT is a team of health care professionals composed of a physician, physician assistant, registered nurse, licensed practical nurse, pharmacist, dietician, social worker, administrative support specialist and others who partner with Veterans to provide coordinated team-based care. In addition to traditional personal visits with their primary care provider, Veterans may also contact members of their team by telephone or through the web based MyHealtheVet's online secure messaging system. This significantly improves access for Veteran patients to address their medical concerns in a timely fashion. It also permits the VA to monitor the patient's health in a pro-active manner.

This new approach to the way VA delivers health care presents an innovative model that is flexible, all-inclusive and holistic. It is based on a health care concept that focuses on Veteran patients, health care professionals, VA employee support to patient care and health systems. It results in healthier and more satisfied patients, stream-lined delivery of services and lower costs for health care. It is part of the VA's transformation which defines excellence in the 21st century.

The Veterans Health Administration is home to the United States' largest integrated health care system consisting of 152 medical centers, nearly 1,400 community-based outpatient clinics, community living centers, Vet Centers and Domiciliaries. Together these health care facilities and the more than 53,000 independent licensed health care practitioners who work within them provide comprehensive care to more than 8.3 million Veterans each year.

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Press Release: PACT Teams Among the Nation's Best 12-23-2011

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The Harrisburg Patriot News
The Lebanon Patriot News
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Pottsville Republican
Hershey Chronicle
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Elizabethtown Chronicle
Middletown Press & Journal
Paxton Herald
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